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**From:** ServiceDesk v11 Notification [NoReply@Noreply.com]  
**Sent:** 4/6/2011 12:33:52 PM  
**To:** Hanchett, James (DPH) [James.Hanchett@state.ma.us]  
**Subject:** Incident 708746 - Update on Outstanding Ticket > 48 hrs.

Incident 708746  
Customer: Hanchett, James L

Group assigned to: DPH.Engineering  
Description: ARHO - REMOTE Network access issues after upgrade.  
413-545-2607

Reason: In order to achieve timely service to our valued customers, I would like to take this opportunity to inform you that the Incident #708746 is still in an active status. We apologize for any inconvenience this may have caused you, but we will notify you as soon as the problem has been resolved.

If you have any further questions:  
Please phone the Customer Service Center at: 617-624-5877

Customers, click on the following URL to view Incident #708746:

[REDACTED]

Analysts, Click here for VG access:

[REDACTED]

Sincerely,  
Customer Service Center.

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.